Minutes from Process Improvement Team Meeting—February 12, 2010
Greenhouse Conference Room

Present: Lenora Sotlar, Juanita Franklin, Lecia Pelphrey, Paul Kirkpatrick, Regina Johns, Eric Vest, Claudia Tonihka (Guest), Bruce Moses, Lisa Anderson (Guest), Aaron Divine (Guest), Micaela Allison-Shropshire, Amy Robertson-Gann, Ali McFadzen, Sarah Beth Phillips

Sarah Beth reported that the Enrollment Specialists and their front window will relocate to the previous Financial Aid front window as it has more workspace available. The transition will be completed by Monday, February 15.

Lenora reported that a Technology Use Committee has been formed to aid the understanding of Banner/IT processes across departments as well as streamline the process for requesting help from those areas.

Eric reported there will be changes to orientation in the coming weeks.

Ali was thanked for her service to the Team and wished well as she begins new endeavors outside the College. With her departure, someone else from WCC will be joining the Team.

Amy will soon be moving to SC 225H.

The following Action Items were reported on:

1. Gina and Ali received an Innovation Grant for the implementation of Rosetta Stone for 25 people (Congratulations!).
    1. **Action Item: Gina and Micaela will work together on determining where to go from here by our next meeting. Additionally, Bruce will talk to Gina Miller about this item and have her feedback by our next meeting.**
2. Bruce will continue to spearhead the effort to unify the brochures; Amy will help him with this task.
    1. **Action Item: Ali will send Bruce and Amy the brochures and forms she has completed. The forms are finished and need to be approved by the appropriate person in Learner Services before they are distributed for use. The brochures' content is finished; their formatting needs to be finalized, though. Once they are ready, our Team will review them before they are sent to Marketing for final approval.**
3. We reviewed the presentation Juanita and Lenora gave to Expanded Cabinet regarding the Team's work. They received a great deal of positive feedback from Cabinet members following the presentation.
4. Lenora reported that work is continuing to make the glossary more user-friendly.
    1. Action Item: Once that process is completed, Lenora will have Tara place the Banner regarding the glossary on the homepage. She also plans to work with Eric to market the glossary to students during orientation.

New Action Items:

1. **We will discuss the furniture situation of the Student Center at a later date.**
2. **Claudia will our Team the second draft of the Systems Portfolio this coming Monday so we can review it and make comments on the Office of Institutional Effectiveness' Wiki. She will send the entire document while also highlighting the areas that pertain to Learner Services.**
3. **Lenora will invite Dr. Hartman and Brooke Holt to our next meeting.**

Respectfully submitted—Sarah Beth Phillips